



NORTHERN CALIFORNIA INDIAN DEVELOPMENT COUNCIL, INC.

SERVING THE AMERICAN INDIAN PEOPLE OF CALIFORNIA SINCE 1976

JOB DESCRIPTION

JOB TITLE:	Case Manager
JOB LOCATION:	Eureka, CA
SUPERVISOR:	Chief Executive Officer
SUPERVISES:	None
FLSA STATUS:	Non-Exempt
COMPENSATION:	\$22.00 - \$27.00 per hour, Depending on Experience

Northern California Indian Development Council, Inc. is a private nonprofit corporation that annually provides services to 14,000 to 15,000 clients statewide. NCIDC was established in 1976 to research, develop, and administer social and economic development programs designed to meet the needs of Indian and Native American communities.

OUR VISION: *"We envision Indigenous people succeeding in all aspects of life; balancing work, family, spirituality, community, wellness and cultural pride."*

OUR MISSION: *"NCIDC will strive to provide culturally appropriate services needed by American Indian people to achieve self-determination in economics, employment, education, culture, wellness and community involvement as well as to conserve and preserve historic and archaeological heritage."*

RESPONSIBILITIES: The Case Manager provides direct client services through federally funded programs, including WIOA, CSBG, and LIHEAP. The Case Manager conducts eligibility determinations, develops service plans, provides referrals and supportive services, maintains program compliance, and assists Indian and Native American individuals and families in achieving greater self-sufficiency, educational attainment, housing stability, and employment outcomes. Pertinent duties of the Case Manager are as follows:

- Conduct client intakes, perform eligibility determinations, collect and maintain documentation for WIOA, CSBG, and LIHEAP-funded services according to federal, state, and agency guidelines.
- Enter client data into program databases and management information systems.
- Assist in preparing reports and documentation necessary for audits, grant reporting, and council meetings.

- Assist with conducting community outreach such as tabling at community events and conferences to increase awareness of available services.
- Ensure compliance with all applicable federal, state, tribal, and agency regulations governing WIOA, CSBG, and LIHEAP programs.
- Maintain strict confidentiality of client information in accordance with agency policies and applicable federal, state, and tribal regulations.

WIOA

- Assist applicable clients in enrolling in WIOA and determining eligibility, education and employment needs.
- Assist clients with job searches, resume development and application materials and conduct mock interviews and career planning to improve job readiness.
- Coordinate training opportunities, work experience placements, and other supportive services.
- Monitor participant progress in education, training, and employment activities.
- Follow up with clients regarding their education, training, and employment progress and provide ongoing supportive services to assist them in achieving career goals.

CSBG

- Support clients experiencing barriers related to poverty, underemployment, or housing stability.
- Assist eligible clients in maintaining stable housing by providing emergency rental, heating or energy assistance.
- Assist with providing vouchers and cards for food, hygiene and transportation assistance.

LIHEAP

- Process energy assistance applications according to determined benefit levels.
- Coordinate with Tribal LIHEAP coordinators and fiscal staff on utility payment assistance.

QUALIFICATIONS:

- Applicant must have an associate's degree (or better) in Psychology, Sociology, or related field, and two (2) years of experience case management, workforce development, social services or a related field OR a minimum of four (4+) years' experience in Case Management of Social Work related to emergency services or employment and training programs.
- Must have knowledge of and ability to relate and establish a working rapport with the local Indian communities and public agencies.
- Strong organizational skills with the ability to maintain accurate records, meet deadlines, and manage multiple client cases simultaneously.

PREFERRED QUALIFICATIONS:

- An understanding of LIHEAP (Low Income Home Energy Assistance Program), CSBG (Community Services Block Grant) and/or WIOA (Workforce Innovation and Opportunity Act).

- Experience working in data management software such as CSGEngage, CalJOBS and GPMS is desired.

OTHER REQUIREMENTS:

- Must have a valid California Driver's License
- Must be able and willing to travel throughout the state of California, attend conferences and occasionally work weekends.

MATH ABILITY: Basic math skills are required. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate income eligibility using paystubs, unemployment paperwork and other official documents is a must.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standard situations.

EQUIPMENT/COMPUTER SKILLS: To perform this job successfully, an individual should have proficiency with Microsoft Office Suite (Word, Excel, Outlook, Teams), database management systems, case management platforms, and standard office equipment.

WORK ENVIRONMENT: The work environment is primarily an office setting with a moderate noise level. This position routinely uses standard office equipment such as computers, telephones, printers, photocopiers, and filing systems. The employee may have frequent interaction with staff, clients, vendors, and members of the public. Occasional travel, attendance at meetings, or appearances at off-site locations may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

PHYSICAL DEMANDS: While performing the essential functions of this position, the employee is regularly required to remain in a stationary position, move about the work area, operate office tools and equipment, and use hands and fingers to handle, feel, grasp, or manipulate objects. The employee may occasionally be required to lift, carry, push, or pull boxes weighing up to 45 pounds. This position may require the ability to communicate effectively and to receive and exchange information. Specific vision abilities that may be required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of the position, unless doing so would create an undue hardship.

EQUAL OPPORTUNITY STATEMENT: Northern California Indian Development Council (NCIDC) is an Equal Opportunity Employer. NCIDC provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state, or local law.

NATIVE AMERICAN HIRING PREFERENCE STATEMENT: In accordance with Policy Statement 915.027 on Indian Preference under Title VII, preference in hiring may be given to

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qualified American Indian/Alaska Native applicants. This preference is intended to promote the employment of Native Americans and is administered in a manner consistent with applicable laws and funding requirements.

ACKNOWLEDGEMENT: I have read this job description and understand the requirements and expectations of the position. I hereby accept this position and agree to perform the duties and responsibilities outlined herein to the best of my ability.

The duties, responsibilities, skills, functions, experience, education requirements and working conditions described in this job description are intended to be representative and not all-inclusive. The employee may be required to perform other job-related duties as assigned. The employer reserves the right to revise, modify, or update this job description at any time to meet organizational needs and changing business conditions. I further understand that my employment is at will. This means that either the employer or I may terminate the employment relationship at any time, with or without cause and with or without notice, subject to applicable law.

Employee Signature: _____

Employee Name (Printed): _____

Date: _____

Supervisor Signature: _____

Supervisor Name (Printed): _____

Date: _____